GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:660
ANSWERED ON:02.03.2007
GOVERNANCE MODEL FOR INCOME -TAX PAYEES
Yadav Shri Baleshwar

Will the Minister of FINANCE be pleased to state:

(a) whether the World Bank has suggested the Income-Tax Officers to adopt governance model for improving services provided to Income Tax Payers;

(b) if so, the details thereof ; and

(c) the reaction of the Government thereto?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM)

(a) The World Bank has not made any such suggestion to the Income-tax Department. However, the Income-tax Department has adopted the `Sevottam` model, which is a model for benchmarking excellence in public service delivery by Government organisations. This scheme has been developed by the Department of Administrative Reforms & Public Grievances.

(b) & (c) Since the World Bank has not made any such suggestion to the Income-tax Department, the reply to parts (b) & (c) does not arise.